

INCIDENT- Type of support	
Date & headline <i>Please provide the date of this incident's initial submission and some basic headline keywords</i>	
Business Central partner <i>Please provide the Business Central Partner company name (including VOICE-ID if known), and add location/subsidiary information if applicable</i>	
Business Central partner consultant <i>Please provide the partner's main consulting contact in charge for this incident</i>	
Customer company <i>Please provide company information (name & location) about the customer running the Business Central system in case</i>	
Customer responsible <i>Please provide main responsible contact (incl. role information) at customer site if applicable</i>	
Additional Support services are billable. Invoice to:	
Business Central / Aptean Advanced Workflow technical information	
Business Central application version <i>Please provide screenshot of the Business Central client version (see Figure 1) and add information about applied Business Central(cumulative) update level</i>	
Aptean Advanced Workflow version <i>Please provide screenshot of the base Workflow setup page containing the Workflow version information (see Figure 2)</i>	
Aptean Advanced Workflow software changes. <i>Please provide information if Workflow software (objects/functionality) was customized (if yes: please add responsible contact at partner/customer)</i>	
Technical environment <i>In case of a technical/infrastructure incident: Please provide basic information about the environment components (SQL-Server,NAS/NST-servers, clients):Windows version, SQL-version, system language, ports, Business Central software build numbers, etc.</i>	

Description

Please provide...

- *Detailed description of the incident / request, it's consequences, severity*
- *Expected behavior / result*
- *Steps to reproduce including screenshots of...*
 - *Involved structure templates (workflow, to-do group, to-do, conditions, ...)*
 - *Involved technical setup (teams, table joins, ...)*
 - *Shown (error-)messages*
- *Any other helpful information*

Figure 1

Screenshot example for Business Central client application version (e.g. 2013, 2013 R2, 2016, 2017) with current build version and license ID (taken from menu option “About Microsoft Dynamics Business Central”):

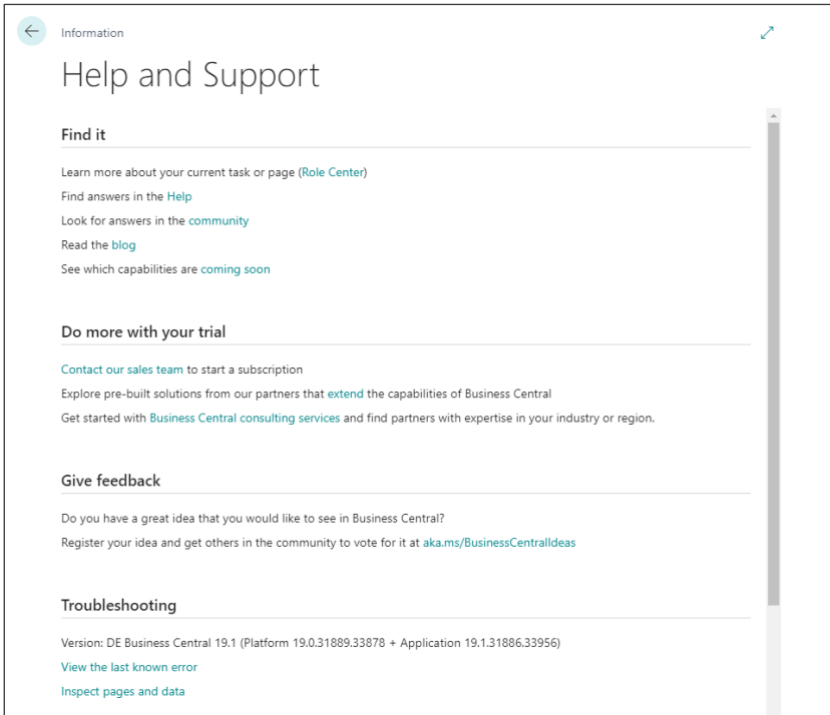


Figure 2

Screenshot example for base Aptean Advanced Workflow setup page:

